



Enduring Value

NATION FIRST: SAB SAATH BADHEIN

RESULTS UPDATE & FAQ Q2 FY22



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Q1. What is ITC's Vision and Mission?

Vision:

To sustain ITC's position as one of **India's most valuable and admired corporations** through **world-class performance**, creating **growing value for the Indian economy** and the **Company's stakeholders**.

Mission:

To enhance the wealth generating capability of the enterprise in a globalising environment, **delivering superior and sustainable stakeholder value**.

Q2. What are the Core Values of ITC?

ITC's core values are aimed at developing a customer focused, high-performance organisation which creates value for all its stakeholders.



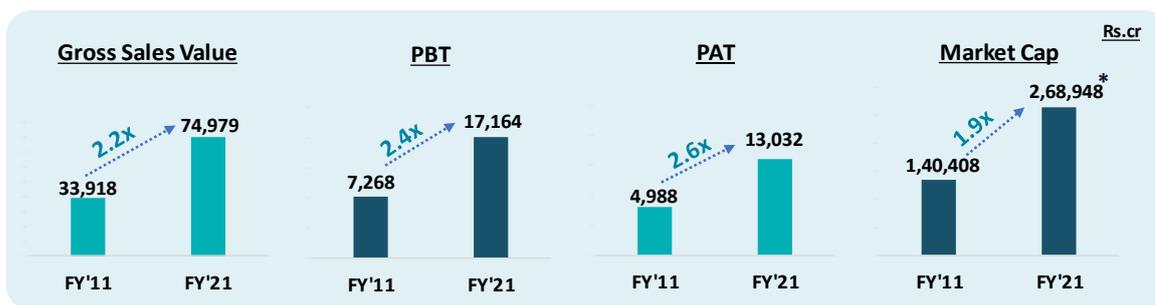
Please refer <https://www.itcportal.com/about-itc/values/index.aspx#sectionb2%20for%20more%20details>

Q3. How does the Company effectively manage a highly diversified business portfolio? What is the Company's Corporate Governance structure?

ITC's 'Strategy of Organisation' is crafted in a manner that enables focus on each business while harnessing the diversity of the portfolio to create unique sources of competitive advantage.

Please refer <https://www.itcportal.com/about-itc/values/index.aspx#sectionb4> for details of ITC's Governance Structure.

Q4. What has been the financial performance track record of the Company over the last decade?



Growth largely organic and funded through Retained Earnings

Gross Sales Value includes all taxes (GST, Compensation Cess, VAT, Excise Duty, NCCD, etc.)

** Market Cap as on 30 Sep'21: 2,90,698 cr.*

Q5. What has been the performance track record of the Company over the last 3 years?

- In FY21, the Company's **Earnings Per Share (EPS)** was impacted by the disruptions to its operating segments and stood at Rs. 10.6 per share. However, during the immediately preceding three-year period i.e. between FY17 and FY20,
 - o The Company's EPS **registered a robust growth of 47%** in absolute terms from Rs. 8.4 to Rs. 12.3 (CAGR of 14%).
 - o The **Return on Segment Capital Employed (ROCE)** improved sharply from 61% to **72%**.
- In the FMCG-Others segment, Segment EBITDA grew at a CAGR of 42% between FY18 to FY21. Segment **EBITDA margins expanded by ~500 bps over the last 3 years.**

Q6. Please provide some dimensions of the Company's transformation in the FMCG-Others segment over the years.

- The Company's deep & wide multi-channel distribution network, with robust performance in emerging channels continue to deliver competitive advantage through superior product availability, visibility and freshness. Consumer preference for 'contactless shopping' and home delivery, continues to gain prominence. During the quarter ending September 30, 2021:
 - Market coverage and direct outlet servicing at 1.4x and 1.1x of LY levels respectively.
 - Availability in rural markets enhanced through scale-up of stockist network (2x of LY levels).
 - e-Commerce channel posted robust growth on the back of account specific strategies, new product introductions including e-Commerce first brands and customised supply chain solutions; channel salience stood at 7% in H1 – 3x of H1 FY20 level.
 - Modern Trade sales grew strongly, both y-o-y (favourable base) and sequentially on the back of improved mobility and store footfalls.
- **'ITC e-store'** (<http://www.itcstore.in>), the Company's exclusive D2C platform is now operational in 15 cities. Powered by state-of-the-art digital technologies and a robust fulfilment infrastructure, the platform offers consumers on-demand access to a wide range of the Company's FMCG products across 45+ categories and over 850 products under one roof. Consumer response has been excellent.

ITC's FMCG-Others Segment has grown manifold in scale, diversity of portfolio and in terms of resources deployed, as shown below:

	2001-02		2020-21
Diversity of Portfolio	1	Categories	40+
	<100	SKUs	2,100+
Scale of Distribution	3	Channels	10
	72K	Markets Served	1.1 Lakh+
	0.75 Mn	Outlets Served	2.5 Mn+
Strength of Resources	6	Factories	200+
	0.4 Mn sqft	Warehousing Space	5.5 Mn sq. ft.
	0.1 Mn MT	Throughput	~2.1 Mn MT

Q7. In the FMCG-Others Segment, please provide an overview of ITC's scale, offerings, Brands and market standing.

The Company's vibrant portfolio of over 25 world-class Indian brands, largely built through an organic growth strategy in a relatively short period of time, represents an annual consumer spend of over 22000 crores. The market standing and offerings under various brands are as detailed below:

Brand	Offerings	Market Standing
	- Atta, Salt & Spices	#1 in Branded Atta
	- Biscuits & Cakes	#1 in Cream Biscuits #3 in Overall Biscuits
	- Bridges, Potato chips & Namkeens	#1 in Bridges Snacks
	- Noodles & Pasta	#2 in Noodles
	- Educational & Stationery products	#1 in Notebooks
	- Matches, Dhoop & Agarbatti	#1 in Dhoop #2 in Agarbatti
 	- Soaps, Handwash, Bodywash, Fragrances & Deodorants, range of Health & Hygiene products	#2 in Body Wash
 		

Other key brands:



Q8. Please provide an overview of other Operating segments.

Hotels 2 nd largest Hotel Chain	AGRI No 1. Agri business Player	Paper Clear Market Leader
<ul style="list-style-type: none"> ▪ 108 properties with over 10,000 Keys ▪ Leader in Profitability ▪ One of the fastest growing hospitality chains in India ▪ Trailblazer in Green Hoteliering (<i>All ITC Luxury Hotels LEED Platinum certified</i>) 	<ul style="list-style-type: none"> ▪ Leading Agri Business player in India ▪ Pioneer in rural transformation (<i>e-Choupal</i>) ▪ Digitising Agri value chain with e-Choupal 4.0 - a crop-agnostic 'phygital' integrated agri solutions platform ▪ Largest procurer of Wheat after FCI ▪ No 1. leaf tobacco exporter in India (5th largest in World) 	<ul style="list-style-type: none"> ▪ No. 1 in Revenue ▪ No. 1 in Profitability ▪ World-class Environmental Performance ▪ Best-in-Class operating metrics
<ul style="list-style-type: none"> ▪ World's first hotel chain to receive Platinum certification in infection risk management by M/s DNV ▪ World-class properties and iconic cuisine brands ▪ 'Asset-right' growth strategy ▪ Focus on sweating existing assets 	<ul style="list-style-type: none"> ▪ Best-in-class profitability ▪ Sourcing & Supply operations in 22 states ▪ Delivering competitive advantage to ITC's Branded Packaged Foods Business through distinctive sourcing capabilities ▪ World-class processing facilities ▪ Focus on scaling up Value-added segment (<i>Spices, Coffee, Aqua, MAPE, etc.</i>) 	<ul style="list-style-type: none"> ▪ Integrated Operations (BCTMP <i>first-of-kind in India</i>) ▪ Secure, sustainable & cost competitive fibre base (<i>Cumulative plantations @ over 8.5 lakh acres</i>) ▪ 43% of energy consumption from renewable sources

Q9. How does the Company choose new categories in the FMCG space? Which are the new categories it has forayed into in recent years?

The choice of category is guided by its growth prospects, profitability profile and the ability of the Company to effectively leverage its institutional strengths with a view to achieving leadership status within a reasonable time frame. Synergies with existing categories in terms of overlap of distribution reach, brand extension possibility, procurement efficiencies, etc. are considered while choosing new categories.

In the Branded Packaged Foods Businesses, Chocolates, Dairy, Coffee and Frozen Foods are some of the areas that the Company has entered into over the last few years. In the Personal Care Products Business, the Business has successfully entered the Hygiene space with the acquisition of 'Savlon' brand about five years ago and more recently, the 'Nimyle' brand in the Floor Cleaner segment.

Q10. Is the Company open to making acquisitions in order to accelerate growth in the FMCG segment?

ITC examines prospects for inorganic growth that arise from time to time not only in this business segment but also in the other businesses, guided by considerations such as strategic fit, valuation, financial viability and ease of integration.

In recent times, the Company has acquired Brands such as 'Savlon', 'Nimyle' and 'Charmis' to strengthen its presence in Personal Care Products Business. 'Savlon' has reached nearly **1200 crores in consumer spend during FY21**. In July'20, the Company **acquired 100% of the equity share capital of M/s Sunrise Foods Private Limited** (Sunrise), an Indian company primarily engaged in the business of spices under the trademark 'Sunrise'.

The Company shall continue to pursue opportunities for inorganic growth that are value-accretive and synergistic.

Q11. What is the rationale behind acquisition of M/s Sunrise Foods? What was the consideration paid by the Company for the same?

Sunrise Foods Private Limited (Sunrise) had been mainly engaged in the business of spices under the trademark ‘Sunrise’. Sunrise is a **market leader in eastern India** in the fast-growing Spices category with a **rich heritage and brand legacy of over 70 years**. Over the years, the brand has built a loyal consumer franchise, both in the basic and blended spice segments.

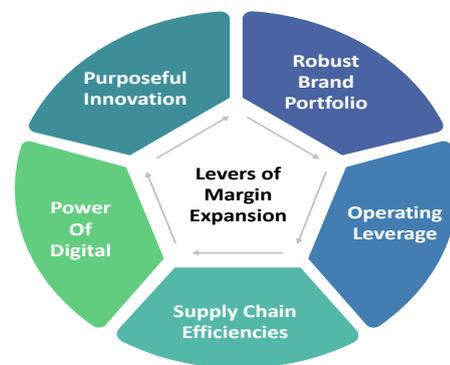
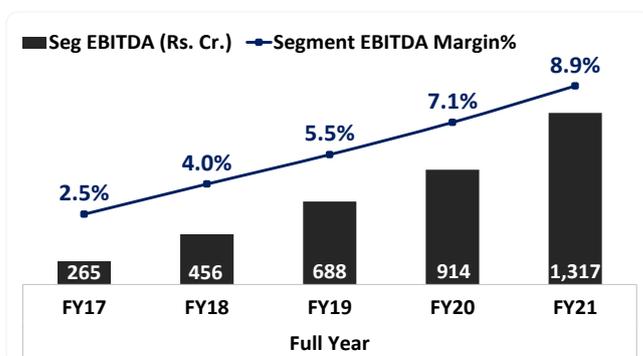
ITC’s Aashirvaad range of spices has strong presence in Telangana and Andhra Pradesh and the Company is one of India’s leading producers and exporters of high-quality food safe spices. The acquisition will **augment the Company’s product portfolio and is aligned to ITC’s aspiration to significantly scale up its Spices business** and expand its footprint across the country. The deep consumer-connect of Sunrise in the focus markets, together with **synergies arising out of the sourcing and supply chain capabilities of the Company’s Agri Business** and its pan-India and multi-channel distribution network, will provide significant value creation opportunities for the Company.

The upfront **consideration for the acquisition is Rs. 2150 crores** on a cash-free, debt-free basis. In addition, the sellers are entitled to contingent consideration of an amount not exceeding Rs. 150 crores, which is payable upon Sunrise achieving mutually agreed operational and financial milestones, over a period of two years.

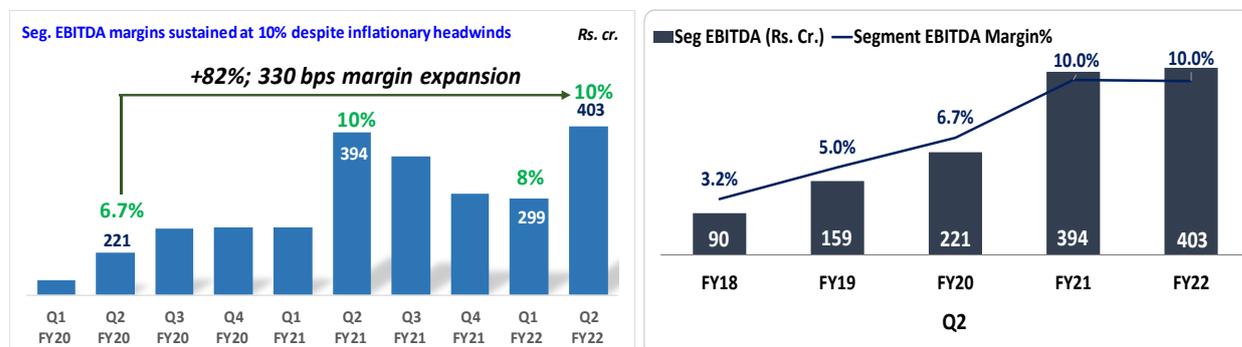
The Scheme of Amalgamation of Sunrise with the Company was approved by the Honourable National Company Law Tribunal, Kolkata Bench, vide order dated 26th February, 2021. The Scheme became effective from 1st April, 2021, consequent to filing of certified copies of the order with the Registrar of Companies, West Bengal on 1st April, 2021. Consequently, Sunrise has amalgamated with ITC with effect from the Appointed Date being 27th July, 2020, and has been fully integrated with the Branded Packaged Foods Businesses of the Company.

Q12. (a) Please update on the margin expansion trajectory in the FMCG-Others segment.

The **Segment EBITDA margins** of the FMCG-Others segment have been on an upward trajectory over the last three years and have **moved up by ~500 bps. Segment EBITDA for FY21 grew by 44% to Rs. 1317 crores**, with Segment EBITDA margins expanding by ~180 bps vs. FY20. This was driven by higher operating leverage, enhanced operational efficiencies, portfolio premiumisation and product mix enrichment, notwithstanding incremental operating costs due to COVID-19 and gestation costs of new categories/facilities.



During the quarter ending 30th September, 2021, Segment EBITDA margins were sustained at 10% in spite of unprecedented commodity inflation; sharp escalation in input costs offset largely through focused cost management actions, premiumisation, judicious pricing actions, fiscal incentives and favourable business mix.



Please refer to the Investor Presentation <https://www.itcportal.com/investor/pdf/ITC-Quarterly-Result-Presentation-Q2-FY2022.pdf>

(b) Please provide an overview of the margin profile of the Branded Packaged Foods Businesses and the Personal Care Products Business.

The **Branded Packaged Foods Businesses** of the Company comprise ‘Staples & Meals’, ‘Snacks’, ‘Dairy & Beverages’, ‘Biscuits & Cakes’ and ‘Chocolates, Coffee & Confectionery’. These Businesses **have evolved over a period of time and are currently at different stages of their lifecycles**. As such, the revenue dimensions, cost structures and profitability profiles of each of these businesses are distinct from one another. For example, **EBIT margin for the Staples Business**, which is a relatively mature category, is in the **high single digit range** while for **Snack Foods** the same is in the **mid-single digit range** representing upfront investments towards category development and brand building.

The **Personal Care Products Business** comprise ‘Personal Wash & Hygiene’, ‘Health’, ‘Fragrances’, ‘Home Care’, ‘Skin Care’ and ‘Talc’ categories. The Company continues to **make significant investments** in this Business primarily in the **area of brand building, R&D and product development** towards competing effectively with incumbent players comprising firmly entrenched MNCs and domestic companies. Presently, each category is **operating at industry benchmarked gross margins**. With enhanced scale and consumer connect, each category is expected to earn best-in-class EBIT margins progressively over the medium-term.

Q13. Please provide an overview of the capex plan of the Company.

The Company’s capex plans **are directed primarily towards capacity gearing, productivity enhancement, ensuring the highest standards in quality and environment, health & safety, and R&D**.

In the FMCG-Others segment, in the recent years, the Company has been investing behind setting up **state-of-the-art owned integrated consumer goods manufacturing and logistics facilities (ICMLs)** across regions in line with demand projections. These ICMLs provide structural advantages such as enhancing market responsiveness, reducing the cost of servicing proximal markets, ensuring delivery of products fresher to the market and providing heightened focus on product hygiene, safety and quality. Currently, **nine ICMLs have been operationalized** and two more are at an advanced stage (Medak and Khordha). Going

forward, additional investments in equipment lines will be added on a modular basis in line with demand growth.

In the Hotels Business, most of the planned investments in the current capex cycle are expected to be completed shortly – the construction of 2 new properties - ITC Narmada, a Luxury Collection hotel in Ahmedabad and Welcomhotel at Guntur - with nearly 400 rooms is nearing completion. The Business launched Welcomhotel Bhubaneswar on 1st October'21. The hotel draws inspiration from the magnificence of 500+ temples that adorn the city and is a visual ode to the architectural traditions and eventful history of the Golden Triangle of the East. In line with the Company's **asset-right strategy**, a large part of incremental room additions going forward is expected to accrue through management contracts. The Business launched two new brands – '**Storii**' and '**Mementos**' – to expand its footprint of managed properties across the country.

- '**Storii by ITC Hotels**' is positioned as a collection of handpicked properties offering unique bespoke experience-led stays and co-exists in harmony with the environment and the local community.
- '**Mementos by ITC Hotels**' brings together a collection of unique hotels across varied destinations ranging from modern marvels, hidden retreats to historic treasures, leaving guests with experiences & memories which become prized mementos long after their visit.

Towards engendering enhanced value creation, the Company will continue to aggressively pursue this strategy leveraging its brands and digital investments, focus on sweating existing assets, create additional revenue streams and examine alternative structures.

The major items of capital expenditure in the **Paperboards, Paper and Packaging segment** going forward comprise of investments for gaining structural cost advantages in the segment and are in line with the growth needs of the Business.

In the short term, the Company shall primarily focus on timely completion/operationalisation of ongoing projects. The spends would be appropriately calibrated depending on several factors such as pick-up in economic activity and improvement in demand conditions.

Q14. What is the Dividend policy of the Company? What has been trend of dividend pay-outs in recent years?

As per the Dividend Distribution policy approved by the Board of Directors on 18th March, 2020, effective financial year 2019-20, in the medium term, the dividend pay-out ratio is expected to be around 80% to 85% of the Profit After Tax of the Company. The Board may declare interim dividend(s) at its discretion. The Board's recommendation to the shareholders on the final dividend may include special dividend(s) as considered appropriate. At its meeting held on June 1, 2021, in line with the Company's track record of consistent increase in annual dividend payouts, the Directors have recommended Final Dividend of Rs. 5.75 per share for the financial year ending 31st March, 2021. Together with the Interim Dividend of Rs. 5.00 per share paid on 10th March 2021, the total Dividend for the financial year ended 31st March 2021 amounts to Rs. 10.75 per share (previous year: Rs. 10.15 per

share). Total cash outflow on account of Dividends (including interim Dividend of Rs. 6152.68 crores paid in March 2021) will be Rs. 13230.27 crores.

Refer chart alongside for Dividends in the last 5 years.

Please refer to the following link

for the Dividend Distribution policy of the Company. <http://www.itcportal.com/about-itc/policies/dividend-distribution-policy.pdf>



Q15. Please provide a brief overview of Q2 FY22 results.

The quarter witnessed broad-based recovery in sales across markets and channels. Reduction in the intensity of the pandemic along with a pick-up in the pace of vaccination led to improvement in the demand environment and consumer sentiment during the quarter. However, unprecedented inflation in key input costs coupled with significant disruptions in global supply chains and logistics weighed on the operating environment.

The Company delivered strong performance across all operating segments during the quarter. Gross Revenue stood at Rs. 13,356.15 crores representing a growth of 11.1% y-o-y while PAT at Rs. 3,697.18 crores grew by 13.7% y-o-y. Earnings Per Share for the quarter was Rs. 3.00 (previous year Rs. 2.64).

- **After significant disruptions in Q1, Cigarette volumes witnessed smart recovery with exit volumes at near pre-Covid levels**
 - Faster recovery in volumes vs. first wave of the pandemic
 - Broad-based recovery witnessed across markets during the quarter; certain markets in Kerala and East remain relatively subdued
 - **Net Segment Revenue up 10.3% y-o-y and 10.5% q-o-q**
 - **Segment EBIT up 10.4% y-o-y and 11.2% q-o-q**
 - Market standing reinforced through focused innovation and agile execution
- **FMCG - Others Segment delivered resilient performance, growing on a high base quarter which witnessed exceptional surge in sales; Revenue up 23% over Q2 FY20 and 8% q-o-q**
 - **Segment EBITDA at 403 cr., up 35% sequentially and 82% over Q2 FY20; EBITDA margins sustained at 10% in spite of unprecedented commodity inflation**
 - Sharp rebound in ‘Out-of-Home’ consumption on the back of improved mobility even as ‘at-home’ consumption moderated
 - Discretionary/‘Out-of-Home’ portfolio posted sharp recovery both on sequential and y-o-y basis
 - Staples and Convenience Foods witnessed moderation in y-o-y growth on a high base while well above pre-Covid levels; performed well on a sequential basis for the second consecutive quarter
 - Hygiene portfolio continued to witness marked demand volatility; moderated sequentially in line with lower intensity of the pandemic; remained significantly above pre-pandemic levels

- Closure of educational institutions continued to impact the Education & Stationery Products Business
- **Marked improvement in Occupancy (3x of Q2 LY) driven by faster recovery in Hotels; Q2 turned EBITDA positive (+134 cr. swing vs. SPLY)**
 - Leisure destinations continued to perform well while Business travel gathered momentum
 - Structural cost management actions undertaken in the past year aided in reduction of controllable cash fixed costs by 31% over Q2 FY20
- **Strong growth in Agri Business external revenue driven mainly by Wheat, Rice and Leaf tobacco exports, leveraging strong customer relationships and robust sourcing network**
 - Zero disruptions in supplies to key customers despite significant operational challenges; however, shortage in availability of shipping containers/port congestions and inclement weather delayed call-offs
 - Timing of Wheat supplies to Branded Packaged Foods Business aligned with market dynamics
- **Paperboards, Paper and Packaging Segment delivered strong performance; Segment Revenue up 25% y-o-y**
 - **Paperboards volumes at record high;** robust performance aided by revival of demand across most end-user segments
- **About 90% of eligible employees fully vaccinated; 100% vaccinated with at least one dose**

Please refer to the quarterly Press Release and Investor Presentation uploaded on the Corporate Website for detailed segment wise update

1. Quarterly Press Release: <https://www.itcportal.com/investor/pdf/ITC-Press-Release-Q2-FY2022.pdf>
2. Investor Presentation: <https://www.itcportal.com/investor/pdf/ITC-Quarterly-Result-Presentation-Q2-FY2022.pdf>

Q16. Please explain the Company's 'Triple Bottom Line' philosophy & Environment, Social & Governance (ESG) credentials



ITC believes that when enterprises make societal value creation an integral part of their corporate strategy, powerful drivers of innovation emerge that make growth more enduring for all stakeholders. At ITC, this paradigm is called 'Responsible Competitiveness' - an abiding strategy that focuses on extreme competitiveness but in a manner that replenishes the environment and creates sustainable livelihoods.

The Company's innovative business models synergise the building of economic, environmental and social capital, thus embedding sustainability at the core of its corporate strategy. Today, this strategy has not only contributed to building strong businesses of the

future as well as a portfolio of winning world-class brands, but also in making the Company a global exemplar in 'Triple Bottom Line' performance. The Company's pursuit of the Triple Bottom-Line approach has allowed it to develop unique, sustainable and industry-leading solutions to some of the most pressing sustainable development challenges being faced by our country.

ITC is a global exemplar in sustainability, and is the only enterprise in the world of comparable dimensions to have achieved and sustained the three key global indices of environmental sustainability of being 'water positive' (for 19 years), 'carbon positive' (for 16 years), and 'solid waste recycling positive' (for 14 years). ITC is rated 'AA' by MSCI-ESG - the highest amongst global tobacco companies and is also a part of Dow Jones Sustainability Emerging Markets Index - a reflection of being a sustainability leader in the industry and a recognition of the Company's continued commitment to people and planet.

Refer link below for highlights:

<https://www.itcportal.com/investor/pdf/ITC-Quarterly-Result-Presentation-Q2-FY2022.pdf>

The Company has adopted a comprehensive set of sustainability policies that are being implemented across the organisation in pursuit of its 'Triple Bottom Line' agenda. These policies are aimed at strengthening the mechanisms of engagement with key stakeholders, identification of material sustainability issues and progressively monitoring and mitigating the impacts along the value chain of each Business.

As the world prepares for a post-pandemic future, ITC is actively working towards Sustainability 2.0, an agenda which reimagines sustainability under the pressing challenges of climate change. With a view to 'Building Back Better', Sustainability 2.0 calls for inclusive strategies that can support sustainable livelihoods, pursue newer ways to fight climate change and enable the transition to a net zero economy, work towards ensuring water security for all and create an effective circular economy for post-consumer packaging waste. It also entails protecting and restoring biodiversity.

The Company's **18th Sustainability Report**, details the progress made across all dimensions of the 'Triple Bottom Line' for the year 2020-21. This report is in conformance with the Global Reporting Initiative (GRI) standards under 'In Accordance – Comprehensive' category and is **third-party assured** at the **highest criteria of 'reasonable assurance'** as per International Standard on Assurance Engagements (ISAE) 3000.

Please refer to the following link

- **18th Sustainability Report:** <https://www.itcportal.com/sustainability/sustainability-report-2021/sustainability-report-2021.pdf>
- **ITC Sustainability at a glance:** <https://www.itcportal.com/sustainability/index.aspx>

In addition, the **Business Responsibility Report (BRR)**, annexed to the Report and Accounts 2021 maps the sustainability performance of the Company against the reporting framework suggested by Securities and Exchange Board of India.

The Company has voluntarily prepared its **Integrated Report** for the financial year 2020-21. As a green initiative, the Report has been hosted on the Company's corporate website at <https://www.itcportal.com/about-itc/shareholder-value/itc-integrated-report-2021.pdf>

Q17. Please provide a brief on ITC's Digital journey.

The pandemic has given wings to the trend of Digitalisation that was already gathering momentum. Accelerated digital transformation is integral to ITC's future-ready strategy and is increasingly being harnessed to enhance competitive advantage.

Cutting-edge digital technologies are being increasingly deployed across strategic impact areas spanning Consumer Experience, Smart and Agile Manufacturing & Supply Chain Operations, Employee Experience and Intelligent Insights Platforms. Foundational initiatives such as the 'DigiNext' and 'Young Digital Leaders Forum' have been implemented towards steering the Company through its digital journey and fostering a data driven and 'digital first' culture across the organisation.

The FMCG Businesses continue to increasingly leverage 'Sixth Sense', the Marketing Command Centre and Consumer Data Hub – an AI powered hyper-personalised platform backed by a robust partner ecosystem for content and data - to gain insights on market trends and consumer behaviour and synthesise the same to craft contextual brand communication and product development. Over 2000 content assets have been deployed leveraging this platform within a relatively short span of time at significantly lower cost.

Cutting-edge digital technologies including Industry 4.0, Advanced Analytics, Big Data and industrial Internet of Things (IoT) continue to be deployed towards strengthening the Company's real time operations and execution platform. Several digitally powered interventions are underway towards enhancing productivity, driving efficiency and reducing costs. These initiatives are anchored on the key pillars of synchronised planning and forecasting, next generation agile supply chain, smart manufacturing and sourcing, and smart demand capture and fulfilment. Strategic investments are also being made towards enhancing value creation leveraging data and analytics. Key interventions include augmenting the Company's NextGen data architecture powered by Artificial Intelligence/Machine Learning (AI/ML), identifying and prioritising use cases for impactful outcomes and setting up a Data Science academy comprising data scientists and engineers to drive and sustain data and analytics programmes.

Towards enhancing the competitiveness of domestic agri value chains, foster new business models and value creation opportunities, ITC is scaling up e-Choupal 4.0 - a crop-agnostic 'phygital' integrated agri solutions platform. This digitally powered platform seeks to empower the farming community by delivering customised solutions by synergistically integrating NextGen agri-technologies. These include e-Marketplace for agri inputs and farm outputs, wide range of advisory services covering weather forecasts, agronomy, best practices for improved productivity, quality assurance, etc. 'Astra', the AI/ML and advanced analytics based digital platform that enables spatial and temporal sourcing optimisation, is being increasingly leveraged for competitively superior sourcing of agri-commodities.

The Company's TM&D vertical continues to leverage digital technologies to drive productivity, improve market servicing, draw actionable insights for sharp-focused interventions, augment sales force capability and deepen connect with retailers.

Several Robotic Process Automation BOTs are operational across businesses thereby eliminating non-value adding and repetitive work. Access to secure and contemporary platforms has been provided by seamlessly and securely implementing remote working for its employees through extensive IT enablement.



Notes

